













# Dashboards

## Broadband – overview of key data

		Overall average	BT	EE	Plusnet	Sky	Talk Talk	Virgin Media
Satisfaction		80%	79%	79%	86%	83%	72%*	83%
Customers with a reason to complain		15%	14%	14%	13%	14%	18%*	16%
Average call waiting time (mm:ss)		01:40	01:27	00:48	07:50	02:03	00:52	01:29
Ofcom complaints per 100,000 subscribers		75	115	61	99	29	113	54
Satisfaction with complaints handling		50%	50%	59%*	48%	57%*	40%*	46%






*Note: For definitions and methodology see relevant report section and annexes 1-2. Call waiting times are calculated for landline and broadband services together. Average call waiting time includes KCOM and Post Office. Red or green shading and \* indicates significantly lower/higher than the sector average at the 95% confidence level for market research results.*

## Landline – overview of key data

		Overall average	BT	EE	Plusnet	Post Office	Sky	Talk Talk	Virgin Media
Satisfaction		87%	88%	90%	81%	-	90%	82%*	84%
Customers with a reason to complain		4%	4%	3%	4%	7%	2%*	5%	4%
Average call waiting time (mm:ss)		01:40	01:27	00:48	07:50	00:53	02:03	00:52	01:29
Ofcom complaints per 100,000 subscribers		54	65	44	79	83	26	83	47
Satisfaction with complaints handling		53%	53%	-	-	-	58%*	44%*	53%

Note: For definitions and methodology see relevant report section and annexes 1-2. Call waiting times are calculated for landline and broadband services together. Average call waiting time includes KCOM. Red or green shading and \* indicates significantly lower/higher than the sector average at the 95% confidence level for market research results. A sufficient sample was not obtained in the satisfaction research to be able to publish a metric for Post Office. Inclusion criteria for satisfaction with complaints handling research is those providers with a 4% or more market share; '-' represents no data for satisfaction with complaint handling due to providers having a market share of below 4% at Q1 2017.

## Mobile – overview of key data

		Overall average	BT Mobile	EE	giffgaff	O2	Tesco Mobile	Three	Virgin Mobile	Vodafone
Satisfaction 		91%	-	93%	98%*	92%	97%*	89%	86%*	88%*
Customers with a reason to complain 		4%	-	2%*	1%*	3%	3%	3%	4%	7%*
Average call waiting time (mm:ss) 		00:58	00:43	00:53	-	01:17	00:51	00:52	00:58	-
Ofcom complaints per 100,000 subscribers 		21	47	14	-	12	3	13	33	48
Satisfaction with complaints handling 		56%	-	61%*	60%	57%	67%*	57%	49%*	47%*

*Note: For definitions and methodology see relevant report section and annexes 1-2. Red or green shading and \* indicates significantly lower/higher than the sector average at the 95% confidence level. Vodafone's data on call waiting times was not comparable to other providers. giffgaff does not have a call centre and it does not meet the market share threshold to be included in Ofcom's published complaints data. Ofcom complaints data: Due to the different methodologies used to compile subscriber figures, we have identified through sensitivity checks that BT Mobile's performance in 2017 may be comparable to Vodafone. A sufficient sample was not obtained in the customer satisfaction research, satisfaction with complaints handling and reason to complain research to be able to publish a metric for BT Mobile.*